

Tips for Vincentians to assist Neighbors through Energy Assistance  
**We Energies 800-842-4565 8am-5pm**

- Instruct neighbor to call the utility company directly to set up payment plan
  - During this call the neighbor will need to inform the utility company that permission is granted for (Your Name) from St. Vincent de Paul of Milwaukee to discuss the account with the utility company
  - Neighbor will need your name and you will need the neighbor's utility account number to reference
- Ask neighbor the amount in arrears, and whether they have applied for energy assistance, are on a payment plan or have received a disconnection notice
  - assure neighbor that you will call back
  - confirm amount due with utility
- Guide neighbor through the energy assistance application
  - Schedule appointment before May 15<sup>th</sup> for eligibility
  - Leave a phone number to call if there is an automated message on the utility line
  - WI residents on SNAP/SSI/TANF will be on file for assistance eligibility
  - Considerations of WHEAP in assistance provided: fund availability, household income, type of dwelling and # of rooms, fuel source and cost, WI residency, energy burden, payment history
  - Financial eligibility is household gross income less than or equal to 60% of the state median income for households. Currently using ONE MONTH prior to the application income test.
- Encourage neighbors by providing a valued reason for taking this step
  - Consistent payments on payment plan helps to establish credit
  - Utility welcomes call and wants to help
  - Empathize with fearful feelings or hesitance to call
  - Avoid costly \$600 reconnection fee by establishing payment plan
  - Possible forgiveness of arrears if consistency in payment is shown in Early Identification Program
    - Call 414-221-2345 for information on EIP
- When information has been gathered about the account status, relay the information to your conference members for discussion about possible assistance by conference
  - Payment is made directly to the utility, by check, using the neighbor's account number
  - Be mindful of the grace period set for payment due date
  - Respond to the neighbor with the decision of your conference
    - Offer reminder to protect personal information when submitting forms in the mail such as crossing off bank account and Social Security numbers

For Vincentians in need of additional information and guidance in this process, contact Penny Krafczyk, St. Veronica conference, Milwaukee Council President 414-315-1441.

It is important to schedule an appointment from October 1 to May 15 to be eligible for regular benefits. **As long as an appointment is SCHEDULED by May 15 AND meet the income guidelines are met**, you will be eligible.

Keepwarmmke.org or 414-270-4MKE (4653)

Apply online: <https://energybenefit.wi.gov/>

**Information Flyer:**

[EA2021-APPLYFLYERENGLISHFINALFORWEB.pdf \(milwaukee.gov\)](#)

**Keep Warm Milwaukee Website:**

<https://county.milwaukee.gov/EN/DHHS/Energy-Assistance>

**Energy Assistance Applicant Checklist:**

[AppChecklist\\_English.pdf \(milwaukee.gov\)](#)

**Community Advocates:**

<https://communityadvocates.net/what-we-do/energy-assistance.html>

**Crisis Services**

Emergency Crisis Service

Prevention Crisis Assistance

[EA2021ADDITIONALSERVICESSHEETENGLISHFORWEB.pdf \(milwaukee.gov\)](#)

**For payment arrangements:**

We Energies 800-842-4565 8am-5pm

We Energies Early Identification Program- 414-221-2345

[Milwaukee Water Works](#) 414-286-2830